

**APR 21 2006**

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DATE: April 21, 2006

TOTAL NUMBER OF PAGES INCLUDING COVER PAGE: 10

TO: Commissioner for Patents

EXAMINER: My Xuan Nguyen

GROUP ART UNIT: 2642

**Attached: Response to Office Action Mailed February 23, 2006**

If you do not receive all pages, please contact William M. Lee, Jr. at (312) 214-4800 or his assistant, Minnie Wilson at (312) 214-4829.

Certificate of Transmission

I hereby certify that this paper for Application Serial Number 10/650,227 is being transmitted via fax to the Patent and Trademark Office, (571) 273-8300 on the date shown below.

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41319-94734

**MAIL STOP AF****IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**In the application of** : Mannion, Liam  
**Serial No.** : 10/650,227  
**Filed** : August 28, 2003  
**For** : Improved Load Balancing in a Network of  
Call Centers  
**Examiner** : Nguyen, My Xuan  
**Art Unit** : 2642  
**Customer number** : 23644

I hereby certify that this correspondence is being transmitted  
to the above - identified Examiner at the United States Patent  
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Name of person signing: Minnie Wilson  
Signature: Minnie Wilson

**RESPONSE TO OFFICE ACTION MAILED FEBRUARY 23, 2006**

Honorable Director of Patents and Trademarks  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the final Office Action mailed February 23, 2006, the claims are  
amended as follows: